

Library Services & Technology Act

FY 1999-2000 - APPLICATION FORM

Funds for Fall 1999 MINI or REGULAR Grants must be expended by Sept 30, 2000

Organization/Institution Park City Library

Mailing Address P.O. Box 668, Park City, UT 84060

If this is a collaborative project with more than one organization, please list the names of participants and their organizations/institutions on a separate sheet of paper.

Project Title Park City Library Automation Project

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Project Director's Name Barbara Spruill, Reference and Computer Services Librarian
(If different from the Organization Director)

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Check Applicable Grant Category

For Public Libraries Only			
Basic Technology	Automation Grant _____		
Enhanced Integrated System	Planning Grant _____	Technology Grant <u>xxx</u> _____	
Enhanced Internet Connectivity	Planning Grant _____	Technology Grant _____	
For All Libraries			
Community Electronic Network	Planning Grant _____	Technology Grant _____	
Partnerships & Cooperative Projects	Planning Grant _____	Implementation Grant _____	
Improved Access to Library Services	Planning Grant _____	Technology Grant _____	Customized Service Grant _____

Check Funding Category

_____ **Mini-Grant** (to \$7,500) No Match required
xxx **Regular** (\$7,501-\$74,999) 60% Match (25%)
 _____ **Major** (\$75,000 and up) _____ Match (35%)

AMOUNT REQUESTED FOR THE TOTAL PROJECT:

Federal LSTA: \$ 50,000
Match (if required) \$ 75,000 % 60
Total \$ 125,000

I. SUMMARY

PROJECT TITLE: Park City Library Automation Project

PROJECT DATES: January - October 2000

With funding from the LSTA program, we propose to:

- Replace our current automation system with a fully functional product
- Convert current bibliographic and authority data to full MARC format
- Establish a Web presence for the Library's catalog and other services
- Provide Z39.50 connectivity to remote information resources
- Provide greater access to the catalog by adding additional indexes requested by patrons and staff
- Create and maintain a user-friendly Web and Library based catalog and robust circulation and cataloging system which allows for future growth and expansion
- Provide and maintain the hardware, software, security and network connections to support this project to advance both the Library's mission and current technology plan

II. PROJECT DESCRIPTION

A. NEEDS STATEMENT

Summary:

- Current automation system is unstable and unreliable
- Expansion of services based on functionality of this system is not plausible
- All aspects of library operation will be directly enhanced by this proposed project
- Patron expectation for library services will be met by this project
- The project meets specific needs and goals as determined by our technology plan

Park City Library automated its operations in 1987 using Datatrek, Inc. Several additional components of the system, including Report Generator in 1992, Databridge in 1995, and most recently an upgrade to a Windows environment (GLAS), were implemented in order to enhance the system's performance and functionality. However, inherent problems with the current version of GLAS software cause daily system failures in spite of rigorous system testing, enhancements,

patches, and vendor attempts to achieve corrective measures. The program vendor, EOS International, has been unable to make significant progress in rendering their product fully functional. At this time the library is handicapped by an unstable and unreliable automation system.

We have not been able to expand or enhance library services due to the instability of our automation program. Two major goals outlined in the technology plan for the library cannot be realized due to the limitations of GLAS: 1. conversion to full MARC records and 2. Web access to our catalog. We currently import full records from OCLC but can offer library patrons only minimal cataloging data. Our timetable for establishing a Web presence for the Park City Library has been postponed because of problems with GLAS. We have noted patron frustration when searching our four public access stations and we are critically aware of the demand for remote access to the library's holdings.

The library processed 103,451 circulation transactions in 1998 and we project even greater circulation figures for 1999. A viable automation system is critical to efficient operation and patron satisfaction. We realize that replacing our current system is essential if we are to provide an urban level of service demanded by our patron population. This project will affect every patron of our library from the resident user within the library's jurisdiction, to the non-resident, visitor, and remote users who will be able to rely upon our information offerings. Of the 6,117 residents of Park City, 4,535 (74%) hold active library cards. An additional 690 patrons hold nonresident cards along with a substantial number of temporary patrons who represent the visiting population using library services. During the last fiscal year, Park City Library hosted 147,745 patron visits which dramatically demonstrates both resident and visiting patron usage. Estimates of city population project over 8,400 residents by the year 2010, which means that the library should be prepared to serve approximately 2,000 new resident library patrons within the next ten years.

Committed municipal funding comprises 60% of the total amount needed for this project. The additional 40% of funds are dependent upon LSTA grant contribution. The secured funding from the city demonstrates the community's support of the library as well as the shared vision of future library service. The total funding amount for the purchase of necessary hardware upgrades, installation of the new software, data conversion, and staff training for the new system is \$125,000.00 of which \$75,000.00 has been allocated to the library by the city's capital improvements funding. Technical servicing and maintenance of the system will be the responsibility of Park City Library and Park City Municipal's Technical Services Department.

The proposed system will utilize all existing workstations. The library's current server will need additional memory and disk space in order to run a more robust program. An additional NT server will be necessary to accommodate remote Internet access to the system without affecting response time of the circulation or technical service components of the system. Existing Novell networking software will be converted to NT.

Public Library Development Grant funds provide approximately \$4,000.00 annually to Park City Library. In the past, this money has been used to introduce new collections and enhance existing materials and services including the addition of one Internet workstation. We would like to

devote future Public Library Development Grant funds to collection development.

B. PROJECT GOALS AND OBJECTIVES

Summary:

- Replace GLAS software with a robust library automation system
- Provide Web access to library holdings
- Convert catalog to MARC standards
- Provide a greater number of indexes to facilitate searching our catalog
- Allow for future growth of services and connectivity
- Maximize use of proposed system to insure staff efficiency in daily operations
- Insure staff education and competence with new technology

The major goals of this project are outlined above. They encompass a vision of library operations and services that is technologically current, efficient, and capable. By purchasing a system which surpasses immediate needs, the library will be in a much stronger position to expand services in the future and accommodate system upgrades and new technologies as they apply to future levels of library service. Project objectives are focused on improving operations and providing for growth.

Our current program does not allow for a full MARC standard because our cataloging module strips an imported MARC record of most of its fields. A minimal bibliographic display does not facilitate ease of use when searching our catalog and certainly would not allow for a level of searching that most Web users expect. Reaching MARC standard format in our catalog is a crucial goal as we look to current and future needs.

While it is difficult to foresee future technology needs, this project would provide a viable system that would carry the library into the next decade of service. Using existing workstations and hardware allows the library to make full and immediate use of current equipment. Necessary additions of memory, disk space, and a separate server for Web access facilitate the delivery of services we wish to provide to library and remote users.

We expect to improve internal operations and achieve maximum efficiency by installing a program with broader and fuller functionality. The limitations of our current system cause staff to work around problems and constraints in every module. Circulation processes such as overdue reports and resultant notices require two staff persons to devote the greater part of a day to complete. Producing labels in the cataloging module requires two programs and a multitude of steps with uncertain results. In short, many of our daily tasks are not accomplished with any measure of efficiency or ease. This, in combination with the instability of the system, has created patron and staff frustration with library operation and service.

Lastly, we realize that an investment of this scope must be accompanied by sufficient staff training. We are including training costs as a required service from vendors. Because we will not be purchasing an upgrade or enhancement from the original vendor, staff will need retraining in order to work within a new system configuration. Our objective is to fully utilize a new system and apply all facets of functionality to services rendered.

C. PROGRAM/METHODS STATEMENT

Summary:

- Needs Assessment
- Securing local project funding
- Determination of possible vendors by product reviews and current library user satisfaction
- Request for proposals and consequent interviews with vendors
- Establishment of timetables for selection/contract negotiation
- Installation and testing
- Training
- Evaluation

The methodology we are using to place a new automation system in the library consists of several steps. First, we have determined the need for a new system by exhausting all avenues for corrective measures that would allow GLAS to function properly. Only after submitting all hardware, networking configuration, and total system requirements to rigorous testing by the vendor as well as by the city's technical services department was the decision made to abandon efforts to "fix" the current system. At this point, a needs assessment was performed to determine specifically what elements of program functionality were lacking as well as what additional equipment additions might be necessary in order to implement a new system.

After we realized the scope of the defects in GLAS, we began the planning process to determine how much funding would be required to replace it. We have selected three vendors to demonstrate their products to library staff. Currently, we are interviewing all three vendors and evaluating each product for functionality, reliability, user satisfaction, cost to implement, and support history. We expect to continue this process until we have visited libraries currently using all three systems. We are devoting considerable time and effort to this part of the selection process because we want to be fully aware of all system shortcomings as well as assets. Each proposal will be scrutinized before committing funds in order to ensure that public expectations, staff concerns, budget parameters, as well as reasonable timetables for implementation will be met.

Interviews, demonstrations, and library visits are scheduled throughout the month of November. We hope to select our vendor and finalize negotiations by the end of January, 2000, and move to

the installation phase of our contract shortly thereafter. With installation, data conversion, and retrospective conversion of our catalog to full MARC format completed, we will test the system and begin staff retraining. System evaluation will be an ongoing process and will be based upon performance, reliability, ease of use, and user satisfaction.

D. PROJECT TIMETABLE: (All dates are approximate and based on best estimates)

Summary:

- October / November 1999 - Vendor demonstrations and interviews
- November 1999 - Visits to current users of the 3 systems under consideration
- December 1999/January 2000 - Negotiations with vendor and finalization of contract
- February to May 2000 - Pre-installation training, system configuration and data conversion
- June / July 2000 - System installation and staff training
- August to October 2000 - Patron training/orientation to new system, ongoing use and evaluation

E. EVALUATION STATEMENT

The success or failure of any library project ultimately rests in the impact the project has on the library user. Patron and community frustration with using our current system is easily measured when the patron cannot complete a search or must repeatedly wait for staff to do manual check-outs because the system is down. We evaluate a system's performance on a daily basis. We expect this project to impact all Park City Library users and to allow the library to extend its reach to remote users via the addition of Web access. Data on Web usage will be easily obtained by recording the number of queries the Web server processes. Evaluating ease of use will be done as we provide bibliographic instruction for patrons and observe their level of comfort in applying search strategies they create and execute. Staff will be able to quantify performance by the number of transactions they handle and the success or failure of each transaction. Maintenance of the system will be evaluated and recorded as each function is tested and support issues are addressed. While we expect to experience a minimum of down time, we measure the success or failure of any system by the number of times the system requires maintenance that can only be performed when the system is down. We expect to see an increase in the number of transactions and operations due to new functionality with the installation of a new system and will use this criteria as a measure of the project's impact on the community.

F. COMMUNITY SUPPORT STATEMENT

Summary:

- This project will have significant impacts on all Park City Library users
- The need for this project has been ascertained by formal evaluation of our existing system, extensive discussions/analysis by the Library Board and Library staff and informal polling of our Library patrons
- Patron needs and desires for more sophisticated services and efficient functioning of the catalog have been two of the primary reasons for undertaking this project

Since upgrading to GLAS, the windows version of Datatrek, we have noted a significant decrease in system functionality as well as a great deal of patron dissatisfaction with the online public access catalog. Constant staff intervention has been necessary to ensure that patrons are able to locate needed items using the OPAC. In addition, we have experienced an inordinate amount of down time with the GLAS product, resulting in time consuming manual checkouts as we have attempted to correct deficiencies in the current system.

Patrons have continually asked for a more user-friendly interface to the catalog, as well as for access from home via the Web. Many have also expressed interest in accessing the wonderful variety of databases available through Pioneer. Our own expectations for providing quality customer service have been diminished by the limitations of our current system, and it is our hope that we will be able to raise both the level and variety of services we offer with a new and more sophisticated product.

We are supported in this effort by our Mayor and City Council, Library Board and patrons. Attached to this proposal are three letters of support from representatives of these groups.

G. FUTURE FUNDING STATEMENT

All future funding, such as system maintenance and upgrades or enhancements, will be the responsibility of both the Park City Library through its general fund budget and the City's Technical Services department. The Technical Services Department has committed to maintaining and replacing, when necessary, both existing Library equipment and all new purchases made as a result of this project.

III. PROPOSED PROJECT BUDGET

Please provide information where applicable and divide your proposed budget into the following categories. Be specific and be certain of items for expenditure of funds. (Revisions are possible and require submitting formal paperwork and State Library Division approval. If a revision is necessary, remember that your application for LSTA funds was successful because of the needs identified in this application and proposed budget. Revisions require an indication of why the change is desired, why other funds can't be used, and specific revised amounts.)

<u>Category</u>	<u>LSTA Funds</u>	<u>Local Funds</u>	<u>Other*</u>	<u>Total Funds</u>
A. Personnel Expenses:				
Salaries and Wages				
Employee Benefits				
SUBTOTAL				
B. Operating Expenses:				
Travel	\$900.00	\$1,350.00		\$2,250.00
Training	4,920.00	7,380.00		12,300.00
Materials/Supplies				
Contracted Services	1,800.00	2,700.00		4,500.00
Other	3,814.00	5,720.00		9,534.00
SUBTOTAL				
C. Equipment & Capital Outlay Expenses:				
Computer Hardware	5,270.00	7,906.00		13,176.00
Computer Software	33,296.00	49,944.00		83,240.00
Other				
SUBTOTAL				
D. Other, Specify below				
SUBTOTAL				
E. Percentage of Matching funds:	40%	60%		100%
SUBTOTAL				
TOTALS	<u>\$50,000.00</u>	<u>\$75,000.00</u>		<u>\$125,000.00</u>

IV. DETAILS: PROPOSED PROJECT BUDGET DESCRIPTION

A. PERSONNEL EXPENSES:

All personnel expenses will be borne by the Park City Library within the normal staff workflow, with the exception of a part-time temporary cataloger position detailed in Section B under "Contracted Services".

B. OPERATING EXPENSES:

Operating costs of the project consist primarily of contracted work by the library systems vendor for staff training, server setup and data conversion to MARC records from our current GLAS bibliographic and authority files. Also included are monies under "Contracted Services" for a 20 hour per week part-time cataloger for a three month period. The cataloger's duties will be limited to database cleanup of both bibliographic and authority files and backlog cataloging. Travel expenses listed in this section are for 2 representatives of the Park City Library to travel to the library vendor's office for preinstallation consulting.

The breakdown of operating expenses is as follows:

Travel: \$2,250 for airfare, hotel and per diem expenses for two Park City Library employees for a period of approximately 3 days for travel to the vendor's office for pre-installation consulting. The cost of the 2 day pre-installation training by the vendor is covered under the training fee.

Training: \$12,300 will be allocated to vendor-supplied training for Library staff for all modules purchased (Web PAC, Cataloging, Circulation) as well as 2 pre-installation training and systems training for Barbara Spruill. The total number of training days in this proposal is 7, at an average cost of approximately \$1800 per day.

Contracted Services: \$4,500 for a part-time cataloger (20 hours a week) for approximately 3 months. The cataloger will perform database cleanup, authority file inspection, and backlog cataloging. One of our goals in purchasing a new system is to make the change from Sears to Library of Congress Subject headings, and we anticipate that this will necessitate quite a bit of authority file work.

Other: \$9,534 will be allocated as follows: \$8,000 for record conversion from GLAS to the new system, and \$1,534 for server setup for both the main database server and separate Web server.

C. EQUIPMENT AND CAPITAL OUTLAY EXPENSES:

Expenses outlined in this section consist primarily of hardware and software necessary to successfully implement a fully functional automated system which includes Web-based access to the Park City Library's catalog.

Basic hardware expenses: \$13,176 includes the following: upgrades for our current server including additional memory and disk space (\$3,176), a NT server for Web-based access to the OPAC (\$8,000), and memory upgrades for some staff PC's (\$2,000).

Software expenses: \$83,240 include the purchase of all necessary modules (Public Access Catalog, Circulation and Cataloging, Z39.50 client software) as well as server licenses and upgrades to NT from current Novell Netware server software.

Since a vendor has not yet been chosen, these costs are estimated based on pricing received from 3 companies under consideration. We expect to have narrowed the choice of vendors to one by the December 1 Council discussion, and therefore will be able to detail these budget items at that time. We intend to purchase all necessary hardware and software for this project.

D. OTHER EXPENSES:

Any other or miscellaneous expenses not listed on the proposed project budget sheet will be the responsibility of the Park City Library through its general fund budget.

V. SIGNATURES

The organization/library accepting the fiscal and administrative responsibility for this LSTA grant project should sign first. Please add additional signature lines for the other directors, board chairs, local government or institutional representatives involved in the project.

We hereby certify that all matching funds shown in this application are available for use in this project.